

**RESPONSE UNDER 37 C.F.R. § 1.116
EXPEDITED PROCEDURE REQUESTED
EXAMINING GROUP 3624**

Patent
Attorney Docket No. 10761.1461
Customer No. 81,331

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
Kevin N. Quiring et al.)	Group Art Unit: 3624
)	
Application No.: 10/811,367)	Examiner: Brandi P. Parker
)	
Filed: March 26, 2004)	
)	
For: ENHANCING INSIGHT-DRIVEN)	Confirmation No.: 2811
CUSTOMER INTERACTIONS)	
WITH AN OPTIMIZING ENGINE)	

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT FILED WITH REQUEST FOR CONTINUED EXAMINATION

In reply to the Final Office Action mailed March 31, 2010 pursuant to 37 C.F.R.
§ 1.116 and submitted concurrently with a Request for Continued Examination (RCE),
Applicant amends this application as follows:

Amendments to the Claims are reflected in the listing of claims in this paper.

Remarks follow the amendment section of this paper.